

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Howard M. Lee

Serial No.: 10/721,704

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Title: Audio/Video Service Quality Analysis Of
Customer/Agent Interaction

Group Art Unit: 3624

Examiner: Thomas L. Mansfield

Attorney Docket No.: 018.0961.US.UTL

Commissioner for patents
P.O. Box 1450
Alexandria, VA 22313-1450

STATEMENT UNDER 37 CFR 1.97(e)

Sir:

The undersigned hereby certifies that either:

- (X) Each item of information contained in the Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application, not more than three months prior to the filing of the statement, or
- () No item of information contained in the Information Disclosure Statement
- was cited in a communication from a foreign patent office in a counterpart foreign application, and
- to the knowledge of the undersigned, after making reasonable inquiry, was known to an individual designated in 37 CFR 1.56 (c) more than three months prior to the filing of the Information Disclosure Statement.

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Respectfully Submitted,

I hereby certify that this Correspondence is being electronically transmitted to the USPTO, or deposited with the United States Postal service with sufficient postage for first class mail in an envelope address to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, or the correspondence is being facsimile transmitted to the USPTO, on the date indicated below.

Date of Deposit: June 15, 2010

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